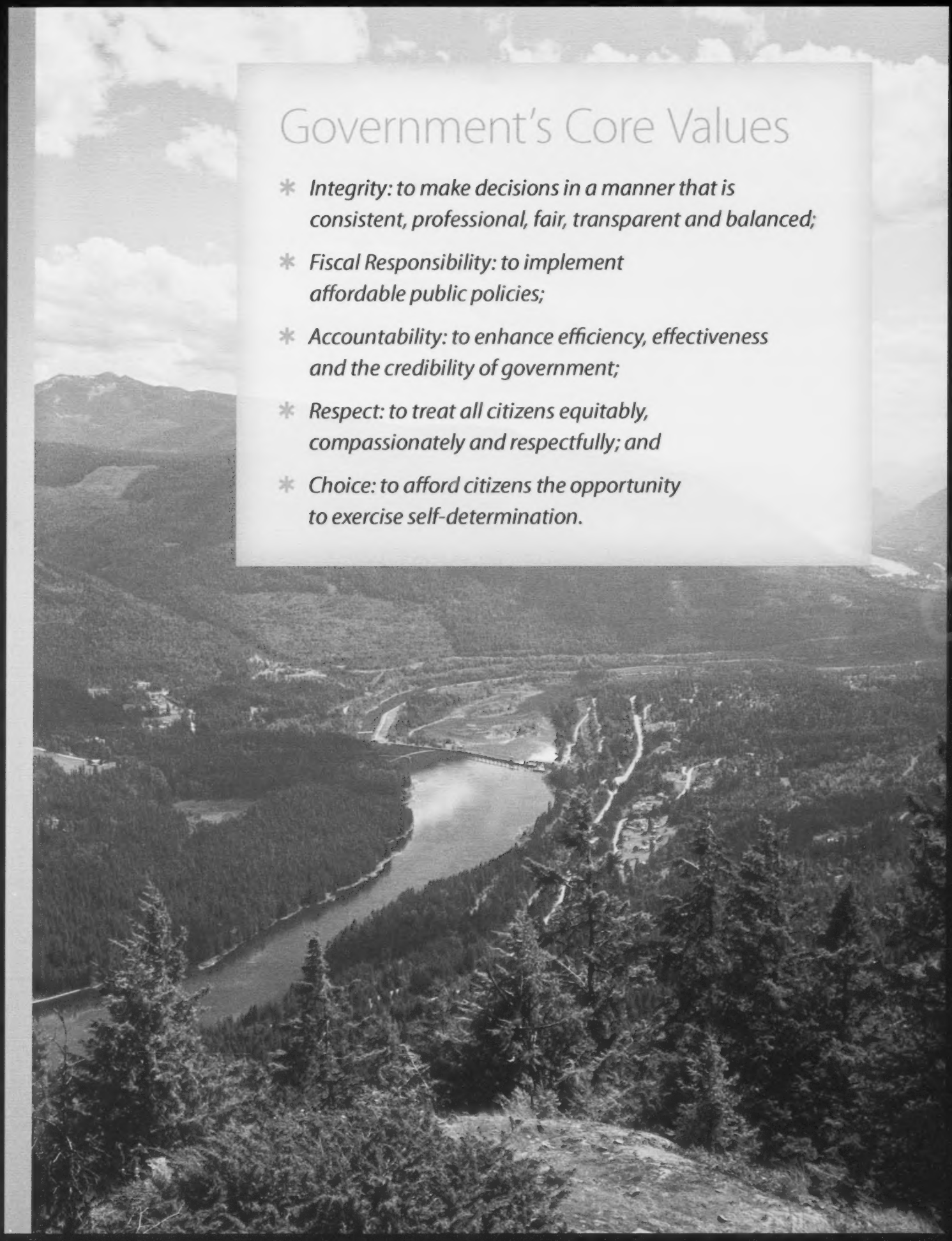
PROVINCE OF BRITISH COLUMBIA

2011/12 STRATEGIC PLAN

ANNUAL REPORT

CANADA STARTS HERE

BRITISH COLUMBIA



Government's Core Values

* *Integrity: to make decisions in a manner that is consistent, professional, fair, transparent and balanced;*
* *Fiscal Responsibility: to implement affordable public policies;*
* *Accountability: to enhance efficiency, effectiveness and the credibility of government;*
* *Respect: to treat all citizens equitably, compassionately and respectfully; and*
* *Choice: to afford citizens the opportunity to exercise self-determination.*

Contents

Letter from the Premier	**2**
Capital investment in B.C.	**4**
1. Canada Starts Here: The BC Jobs Plan	**5**
Tourism	5
Natural Gas	6
Agrifoods	7
Pacific Gateway	8
Forestry	8
Mining	9
2. Families First Agenda for British Columbia	**13**
Family Affordability	13
Supporting Vulnerable Families	15
Safety and Security	18
3. Open Government	**20**
Performance Measures	**22**
Jobs	22
Families	24
Open Government	25

CANADA STARTS HERE | BRITISH COLUMBIA

Letter from the Premier

This has been an exciting year of change and progress. We have worked together with British Columbians to improve the economy of our province. We have also worked cooperatively with the federal government to advance and protect the interests of British Columbians. A healthy economy supports social programs, and our government has focused on improving the programs that British Columbians depend upon. Along with our agenda for open government – which includes initiatives that provide more and better information about decisions our government is making – these are the key planks of our plan for British Columbia.

Our government introduced a detailed ***Jobs Plan*** in September 2011. It is a plan for all British Columbians, providing the basis for further detailed work in key sectors where British Columbia has strategic advantages. From our vast natural-gas reserves to our strategic position in the Pacific Northwest, our government is helping to create economic opportunities in every corner of the province.

Supporting and defending jobs for British Columbians are the most important things we can do to support B.C. families. Well-paying, stable and secure jobs are the foundation of our economy and a key element of successful family life. As we grow the economy, we are working to ensure that these exciting opportunities can benefit every citizen. We are also maintaining the balance between economic growth and environmental protection. These actions are at the heart of an approach that can be sustained for future generations.

A key element of what makes British Columbia a magnet for international investment is our government's focus on working with business. We have maintained our low-tax environment in the province for both business and individuals.

Our ambitious legislative agenda this year included several new initiatives to support balanced economic development. We solidified our leadership in regulatory reform in the fall when we enshrined in law our commitment to publish annual provincial reports on regulatory accountability in B.C., fulfilling one of the promises of our ***Jobs Plan***. We introduced new laws that streamline forestry processes. We made changes to several financial laws that align with our government's commitment to ensure statutes are clear, current and effective. And we spearheaded legislation that allows the creation of the office of a new Auditor General for Local Government, an innovation that will help local governments across the province to identify cost savings that will benefit citizens and business alike.

Our government has exercised prudent fiscal management and maintained a triple-A credit rating. And despite the global economic turmoil around us, British Columbia has remained an attractive destination for investment. Holding the course on spending, to ensure government costs stay low and government remains affordable, has required our government to make tough choices. We have worked hard to identify cost-effective measures to stimulate the economy and innovative approaches to find savings.

During fiscal year 2011/12 we continued to negotiate a labour agreement with British Columbia's teachers. Our government has continued to increase funding for education over the past decade, and while the overall number of students in our school system has declined, per-student funding has increased. We have invested in playgrounds, new schools and seismic upgrades, and we implemented new legislation this year to restore confidence in the teaching profession. In 2012/13 we will make investments through the Learning Improvement Fund to support teachers and students in classrooms across the province. The recent agreement with teachers in the province is a benefit to students and an important milestone.

The broader context of labour negotiations in British Columbia continues to seize government's attention and will be a key focus for the upcoming year. At times of global economic uncertainty, labour peace is a vital part of the equation that makes British Columbia an attractive destination for investments that will grow our economy and create jobs. We are committed to our cooperative gains mandate as a means to find moderate wage increases while maintaining services and keeping taxes low.

As part of our commitment to keep the cost of government down, our government led an extensive review of BC Hydro, and released the results publicly in May 2011. This laid the basis for a series of actions over the following 12 months, including our decision to limit rate increases to affordable levels.

The review of BC Hydro was just the beginning of a systematic review of our Crown corporations. We also undertook a review of Community Living B.C. and developed a 12-point plan to improve services for individuals with developmental disabilities that is being implemented with good initial results. These initiatives underscore government's commitment to a Families First Agenda.

Our fall legislative agenda included many new and innovative measures to protect the interests of families. We passed legislation that helps protect communities, including ***Offence Act*** amendments that enhance sentencing provisions for offenders, and a new law to help deter copper theft.

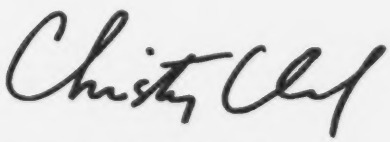
To help make sure the best interests of children are always put first when decisions are made that affect them, we brought forward the new ***Family Law Act***. The act addresses issues B.C. families are facing today.

And we launched a major justice reform initiative with the February release of our Green Paper, implementation of a number of key initiatives to support immediate improvements, and a critical review spearheaded by Geoffrey Cowper, QC.

Strategic agreements and Land Use Plans with First Nations across the province, along with numerous forest consultations and revenue sharing agreements, have been highlights of the year.

British Columbia is now an acknowledged leader in Canada on open government, with the launch of DataBC and Open Information, a completely re-designed web presence, and the most comprehensive amendments ever introduced to the Freedom of Information and Protection of Privacy Act.

I am proud of what our government has accomplished over the past year, but we cannot pause or slow down. We are building new roads and bridges, hospitals and recreation centres, health facilities and social housing. We are pursuing every opportunity for the best interests of British Columbians. I look forward to continuing to work alongside citizens to keep British Columbia beautiful, welcoming and prosperous.



Honourable Christy Clark
Premier of British Columbia

1. Canada Starts Here: The BC Jobs Plan

In September 2011, government released ***Canada Starts Here, the BC Jobs Plan***. The plan was built with input from British Columbians across the province, and has proven to be an important part of the economic success of the province. And, in support of ***the Jobs Plan***, the government re-affirmed its commitment to the New West Partnership with Alberta and Saskatchewan. The British Columbia economy now supports more jobs than ever before in our history.

The Jobs Plan is built on B.C.'s reputation as a prudent manager of taxpayer dollars. Our government's triple-A credit rating from Moody's Investor Services and Standard and Poor's – even during a period of continuing global economic recovery and uncertainty – supports an environment that fosters business success. The government, through its fiscal management, is sending a strong message to investors looking for a stable economic environment. These investments create new opportunities for British Columbians.

In November, the government embarked on the largest trade mission in B.C. history. Led by Premier Clark, a delegation of businesspeople from across the province travelled to India and China, generating $1.36 billion in industry investment. This will support further growth in exports, which were up 14.2 per cent in 2011.

Since September, there have been focused efforts across government to develop the sector strategies promised in ***the Jobs Plan***. The plan identified eight areas for growth where British Columbia enjoys strategic advantages – tourism, natural gas, agrifoods, Pacific gateway, forestry, mining, advanced education and technology.

Tourism

In October 2011, government released ***Gaining the Edge: A Five-Year Strategy for Tourism in British Columbia***. As one of the cleanest, safest and most spectacular places in the world, with a culturally diverse and welcoming citizenry, British Columbia has a competitive advantage in drawing visitors. The strategy will help increase the numbers of visitors from places with an emerging middle class, while maintaining strength in traditional markets like Eastern Canada, Europe, Australia and Japan.

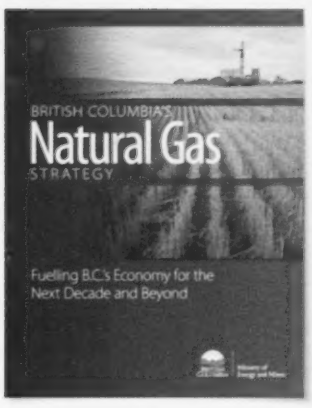
Gaining the Edge is helping to ensure the momentum seen in recent statistics – March 2012 numbers showed an 11.8-per-cent increase in international overnight visitors over the previous years – will be maintained and increased.

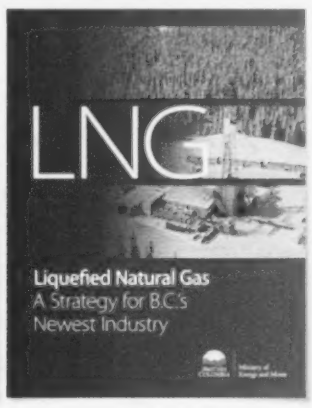
One of the initiatives included in Budget 2012 was the elimination of the aviation fuel tax for international flights. That produced immediate gains in the spring, when two international carriers announced plans for direct flights between Asia and Vancouver.

Courtesy of Nexen Inc.

Natural Gas

In February, government released strategies for the natural gas sector and for B.C.'s newest industry – liquefied natural gas (LNG). In the months since the release of these strategies, work has been underway across a number of key ministries to ensure public policy is developed that supports the development of these resources, ensures a sustainable approach, and attracts the investment needed to ensure their success.





Government is building the foundation for a liquefied natural gas industry in B.C. on three key commitments – keeping B.C. competitive in the global LNG market, maintaining B.C.'s leadership on climate change and clean energy, and keeping energy rates affordable for families, communities and industry.

A key challenge is to address the significant power demand created both by developments in natural gas and by other anticipated economic growth. In February 2012, as part of the strategy to address this demand, the B.C. government amended its self-sufficiency policy to require BC Hydro to meet customer demand on an average water year, instead of historically low water levels.

3. Open Government

British Columbia is now an acknowledged leader in Canada on open government. The independent Stratford Institute ranked B.C. first in Canada on e-government in a rating released this spring.

This ranking reflects government's aggressive approach, including the launch of DataBC, the first open data site of its kind in Canada. Close to 3,000 data sets are now online with traffic surpassing 21,000 downloads. British Columbia was the first province in Canada to release provincial budget data as Open Data. New applications have been developed, including a mobile app to facilitate access to health services and an application providing information on the justice system.

Government also launched Open Information, the first site of its kind in Canada, featuring routine release of over 1,500 Freedom of Information requests and proactive publication of expenses. There have been some 29,000 downloads since the site was launched.

There has also been a complete re-design of the government's web presence, specifically aimed to improve navigation of government services by citizens. There have been over two million visits since launch.

Government acknowledged in its February strategy that LNG development in British Columbia can have lower lifecycle greenhouse gas emissions than anywhere else in the world by promoting the use of clean electricity to power LNG plants, differentiating B.C. in the global LNG export market..

The two proposed LNG plants in British Columbia are anticipated to use clean electricity to drive the manufacturing process – the first LNG plants to do so in the world.

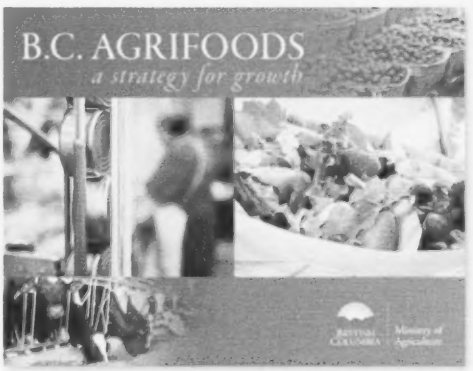
As part of its strategy, British Columbia and BC Hydro are continuing to work with the industry, First Nations, and with clean-energy producers to develop clean, reliable and sustainable sources of energy. Ultimately, the government is committed to maintaining its place as a climate-action leader, and government has recently identified its approach to addressing the energy needs for LNG in British Columbia.

This spring, new legislation was also passed that allows provincial laws and regulations to apply to major commercial and industrial projects on federal Indian Reserve land for the first time. The First Nations Commercial and Industrial Development Act (FNCIDA) Implementation Act allows B.C. to enter into agreements with Canada and First Nations – with the first relating to the proposed LNG facility on a Haisla Nation reserve near Kitimat.

B.C. currently produces 1.2 trillion cubic feet (Tcf) of natural gas per year. Meeting our LNG development goals could add another 1.9 Tcf per year.

Agrifoods

B.C. Agrifoods: A Strategy for Growth is guiding the further development of B.C.'s agrifoods sector with the goal of increasing revenues to $14 billion annually by 2017. The five-year plan will promote job growth and investment through specific actions in three priority areas – high-quality and high-value products, domestic and international markets, and industry competitiveness.

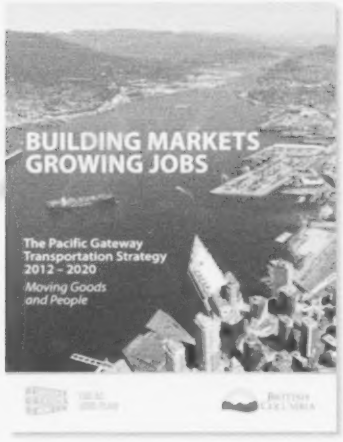


The strategy is being supported by targeted government initiatives, including $7.6 million in carbon tax relief for greenhouses, $2 million for orchardists wishing to replant higher-value varieties, a new B.C. Agrifoods and Seafoods Competitiveness Committee, and a boost to the school fruit and veggie program.

Consistent with ***Canada Starts Here***, the agrifoods sector strategy is targeting those jurisdictions with a growing middle class. Actions identified in it will support the already impressive growth of exports of B.C. agrifoods products to China, which reached record levels in 2011.

During the BC Jobs and Trade Mission to China and India, Premier Clark signed two Memoranda of Understanding between B.C. and Guandong province, endorsing enhanced trade of seafood and agricultural products. The strategy is also supporting domestic markets for B.C. products, and has for the first time created a centralized source for up-to-date information on fresh, locally grown food products.

Pacific Gateway



This past year saw records levels of demand in Asia for B.C. products. To expand this trade even further, the Pacific Gateway Strategy was released this spring. Based on extensive consultation with industry representatives and laying out a detailed map for further investment in the gateway, the strategy builds on $22 billion of current investments and identifies the opportunity to harness a further $25 billion in private-sector funding.

With the release of ***Canada Starts Here***, several important Pacific Gateway initiatives were identified for government support. The Port of Prince Rupert and DeltaPort both received government funding to enable strategic investments. Port investments also received a boost from the Budget 2012 commitment to make permanent the existing cap on municipal port property tax rates for designated ports. This is providing greater long-term certainty for investors and an incentive for further investment.

Key achievements during the reporting period included 50-per-cent completion of the Port Mann Bridge-Highway 1 Improvement Projects and advanced construction of the South Fraser Perimeter Road corridor.

Investments in the Pacific Gateway are supported by funding for projects everywhere in British Columbia – from the Klemtu Ferry Terminal, to the Donald Bridge on Highway 1, to upgrades to Highway 97 and 97A. And government was very proud this year to put the first shovel in the ground for the Evergreen Line in Vancouver.

Forestry

The government released ***Our Natural Advantage: Forest Sector Strategy for British Columbia*** this spring, detailing six key priorities for a vibrant and competitive industry:

- Commitment to using wood first;
- Growing trees, sequestering carbon, and ensuring land is available to produce a range of forest products;
- Creating a globally competitive, market-based operating climate;

- Embracing innovation and diversification;
- Supporting prosperous rural forest economies; and
- First Nations becoming further partners in forestry.

The actions outlined in the strategy will support and advance economic trends in the forest sector, from an almost 300-per-cent increase in exports of wood pellets to increasing exports to China.

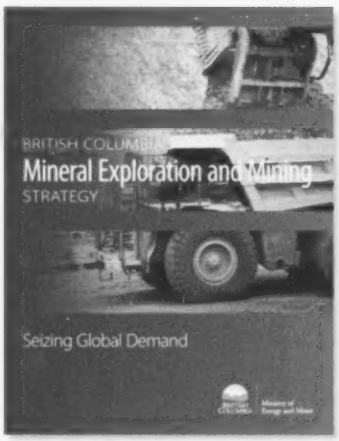
One of the difficult areas of public policy in the forestry sector is the question of log exports. This is an area of conflicting opinions – from those who believe no logs ought to be exported, to those whose jobs depend upon continuing their export. The government launched a review of log exports that will draw to a close and provide recommendations in 2012/13.

The Mountain Pine Beetle has loomed large over the forest sector in British Columbia since the 1990s. Since 2001, the provincial government has committed $884 million to battle the beetle and mitigate its impacts. In May 2012, a Special Committee was formed to review mid-term timber-supply options in the province.

The forest sector strategy contemplates the challenges posed by these and a number of other public policy imperatives, and positions the sector for sustained growth into the future.

Mining

Canada Starts Here*: *the BC Jobs Plan laid out ambitious goals for the province's mining sector – eight new mines in operation and nine upgrades and expansions to currently operating mines by 2015.



Although still in just the first year of ***Jobs Plan*** implementation, recently B.C. has one new mine in operation, one new major metal mine under construction and government has issued permits for three more mines, with construction expected to start later in 2012. Additionally, five major expansions of existing mines have also been approved.

Mining exploration spending in B.C. grew for the second consecutive year in 2011, to an estimated $463 million, an increase of 35 per cent from 2010. In the same period, the sales value of minerals produced in the province grew by 20 per cent, to $8.6 billion.

Canada Starts Here also provided the launch for a $24-million investment to streamline decision-making and reduce the backlog in key authorizations needed to approve natural resource development projects, while ensuring high environmental standards. As of April 30, backlogs for notice of work applications for mines were reduced from 229 to 49, and the water and land authorization backlog was reduced by about 1,100 applications.

During the early part of the 2012-13, government has continued to fulfil its ***Jobs Plan*** commitment – with the release of strategies for advanced education and technology. Like the other strategic sector plans, government has identified and is pursuing natural advantages that will increase opportunities available to British Columbians in every corner of the province.

Several other milestones speak to the government's strong focus on the jobs plan.

Seaspan won the federal shipbuilding contract, with the provincial government extending its apprenticeship training tax credit program through 2014 as a key element of the winning bid.

Government was also a partner at the Shipbuilding and Repair Workforce Table, with industry, the federal government, labour organizations and training providers all focused on creating a workforce development strategy to support B.C.'s role in delivering on the National Shipbuilding Procurement Strategy and shipbuilding-sector needs across the province.

Government launched the Major Projects BC website, making it easier for investors by providing information on major resource development projects around the province. A Major Investments Office was also established, to facilitate job creation, investment and economic growth by stewarding major projects to success.

As promised in ***Canada Starts Here***, a Jobs and Investment Board and a separate but complementary Aboriginal Business and Investment Council were established. In both cases, but with different strategic focus, leading experts will bring recommendations to government on job creation and economic growth.

In the spring, government opened 85 new employment centres across the province, ensuring that every British Columbian can access tools, support and advice in the pursuit of satisfying employment.

And ***Canada Starts Here*** laid the important groundwork for further work to ensure that the investments of government in post-secondary skills and training – investments that total nearly $2 billion – are informed by accurate information about the demands of B.C.'s workforce of the future.

Regional workforce tables have been conducted throughout the province, combined with ever-improving labour market information that informs ongoing planning to ensure that training programs are meeting regional needs. This work includes aligning immigration, settlement and multiculturalism programs to workforce demands. One example of this focused work is the identification of how institutions are positioned to meet the natural gas industry's human-resource needs. The Ministry of Advanced Education is participating in the B.C. Natural Gas Workforce Strategy and Action Planning Committee, a joint effort of industry and government to develop a comprehensive workforce strategy and action plan for the natural gas industry.

By 2020, B.C. is projected to have over one million job openings, 78 per cent of which will require some post-secondary education. British Columbia's population will only provide workers for two-thirds of those jobs. In partnership with post-secondary institutions and industry, government is working on initiatives that will address the coming jobs gap. In 2011/12, government created 555 new student spaces in health professions, increasing opportunities for nurses, paramedics, health-care assistants, pharmacy technicians and medical radiography technologists. And a range of opportunities were pursued to support entrepreneurial education, including the Western Canadian International Business Competition.

As part of the ongoing work to ensure everything possible is being done to match learning to job openings, an Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan has been developed in collaboration with Aboriginal and post-secondary partners. It ensures that Aboriginal people have better opportunities to access the post-secondary education and training they need to take advantage of economic opportunities

An important area of focus for the government's job plan is work to establish economic development agreements with First Nations. ***The BC Jobs Plan*** included a commitment to 10 new, non-treaty agreements with First Nations, in recognition of the contribution such certainty can make to investor security.

Strategic Agreements and Land Use Plans have been developed with the Taku River Tlingit, Kaska Dene, Tahltan and Gitanyow, and the Fort Nelson First Nation. Furthermore, 87 Forest Consultation and Revenue-Sharing Agreements have been developed and the Clean Energy Business Fund has supported 41 projects with First Nations.

Other highlights include passing legislation to ratify the Yale First Nation Final Agreement, initialling the Tla'amin Nation Final Agreement, and signing the K'omoks First Nations Agreement-in-Principle.

Premier Clark presents the Yale First Nations Final Agreement.

Underpinning all of this economic activity is British Columbia's commitment to the environment. In March, government released ***B.C.'s Green Economy: Growing Green Jobs***. It highlights clean initiatives that are part of ***The BC Jobs Plan*** and demonstrates the unique advantages that have made the province a global leader in sustainable economic development. In 2011/12, British Columbia continued to strengthen the province and the region by actively partnering with Washington State, Oregon and California. The province concluded an agreement with governors on a West Coast Jobs Plan that targets creation of 86,000 new jobs in B.C. by 2020, jobs that will grow the clean economy on the west coast.

B.C.'s green economy is defined by any activity that grows our economy, creates jobs and preserves or enhances the environment. The green economy is part of our economy at large, and benefits from provincial policies including carbon-neutral government, programs to help small business gain access to capital, and the Clean Transportation Initiative and Clean Energy Vehicle Program.

Another mark of the government's commitment to sustainability came in work this year to strengthen the Agricultural Land Commission (ALC). In November 2011, the Ministry of Agriculture enacted legislative changes to strengthen the enforcement capacity of the ALC and allow it to transition to a more self-supporting operating model by 2013. The legislation was part of a comprehensive reform package that included $1.6 million in additional provincial funding, increased sharing of provincial resources, and a new minister's bylaw standard that restricts the building of large residential homes in the Agriculture Land Reserve.

The government has taken a systematic approach to finding government savings that keep the cost of government low and under control. For example, in May 2011 a comprehensive review of BC Hydro was undertaken with the goal of identifying savings to be passed on to citizens and business. As part of the recommendations of this review, legislation was introduced in March 2012 that redefined self-sufficiency, eliminating the requirement for BC Hydro to acquire an extra 3,000 gigawatt hours per year of energy by 2020, and reducing the need for rate increases to fund capital expansion.

This change was one example of the government's active legislative agenda throughout the past year. Other initiatives included streamlined processes under the Forest Act, increased regulatory accountability, and streamlined enforcement for natural-resource legislation, all to support the jobs agenda and help maintain the crucial balance between economic development and environmental protection.

The Jobs Plan includes a series of aggressive targets for economic development, and government is making progress on each of them. Perhaps the most important commitment in the plan, though, is that it is just the beginning. It commits the government to doing what it takes to protect and defend jobs, and to promote B.C. as a safe harbour for new investment. It is a plan for all British Columbians.

2. Families First Agenda for British Columbia

Every family wants to have the opportunity to grow, prosper and live in a safe community. The most important thing any government can do to support these aspirations is to build economic strength – it is only through a strong economy that government can generate the revenue required to pay for health care, education, and supports for individuals in special circumstances. A strong economy means jobs – and well-paying employment that is stable and secure is one of the most important elements of a healthy, happy and strong family.

To support these goals, the government of British Columbia has focused on a number of initiatives that support families – a key element of which was the action taken to raise the minimum wage by implementing increases in three stages over a one-year period, moving from $8 per hour to $10.25 per hour – helping low-income families make ends meet.

Family Affordability

Since 2001, the B.C. government has reduced provincial personal income taxes for most taxpayers by 37 per cent or more, and an additional 325,000 no longer pay any B.C. income tax. In total, more than one million British Columbians pay no provincial income tax.

PERSONAL INCOME TAX REDUCTIONS SINCE 2001

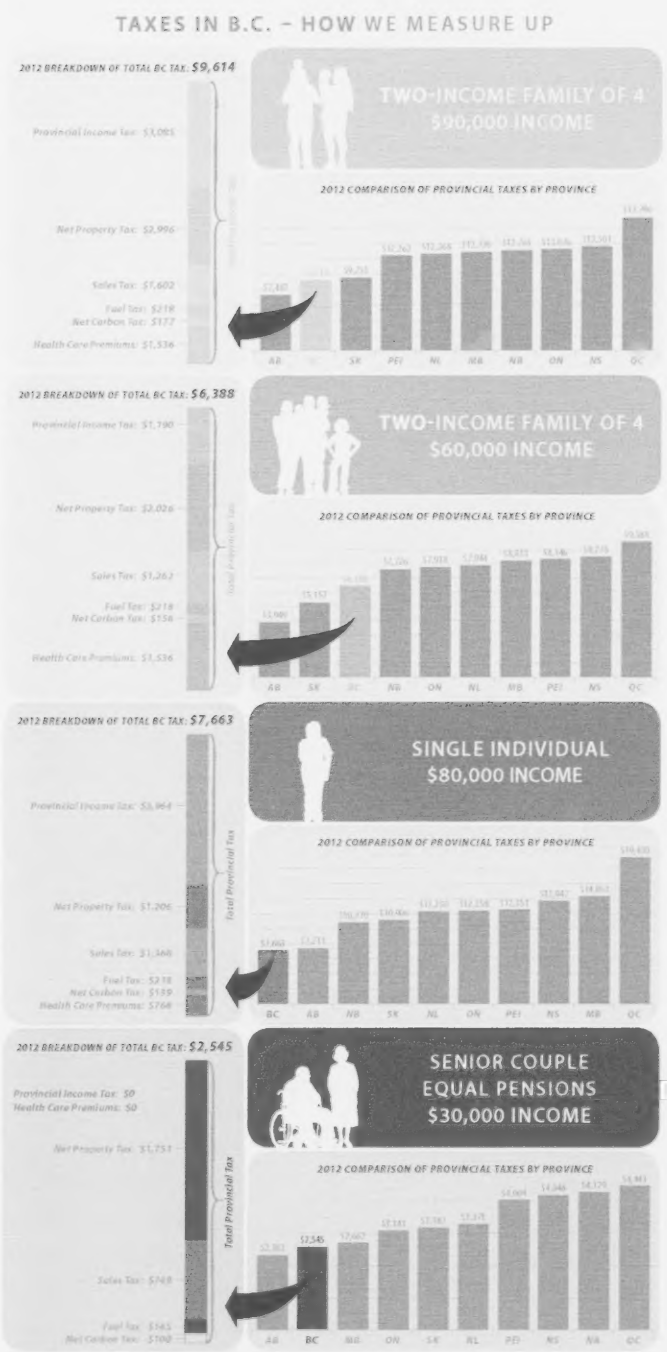
The government's approach to personal income taxes is a reflection of its commitment to helping keep life affordable for British Columbians. The government has also embarked on a systematic review of Crown corporations to ensure that everything possible is being done to keep rates affordable.

Last spring, BC Hydro filed an application with the BC Utilities Commission seeking approval for significant rate increases. In responding to concerns raised about the potential impact of these increases, the Premier and the Minister of Energy and Mines requested a review of the corporation, to provide recommendations and options for minimizing the rate increase. The review – which identified a number of measures available for the corporation to control costs – set the foundation for subsequent decisions that control increases in Hydro rates and contribute to affordability for British Columbians. The rate increases are being reduced by 50 per cent over three years.

Government also made recent decisions that end AirCare requirements for passenger cars and trucks as of December 31, 2014, further reinforcing the commitment to affordability.

A number of other measures have also been implemented or maintained that support affordability.

The B.C. Low Income Climate Action Tax Credit provides up to $115.50 for adults and $34.50 for children. These credits are paid quarterly every year and mean that a low- or modest-income family of four can receive up $300 per year in cash back. Two new tax credits for families with children also provide refunds for children's fitness and arts expenses.


TAXES IN B.C. – HOW WE MEASURE UP
2012 BREAKDOWN OF TOTAL BC TAX: $9,614
TWO-INCOME FAMILY OF 4
$90,000 INCOME
2012 COMPARISON OF PROVINCIAL TAXES BY PROVINCE
2012 BREAKDOWN OF TOTAL BC TAX: $6,388
TWO-INCOME FAMILY OF 4
$60,000 INCOME
2012 COMPARISON OF PROVINCIAL TAXES BY PROVINCE
2012 BREAKDOWN OF TOTAL BC TAX: $7,663
SINGLE INDIVIDUAL
$80,000 INCOME
2012 COMPARISON OF PROVINCIAL TAXES BY PROVINCE
2012 BREAKDOWN OF TOTAL BC TAX: $2,545
SENIOR COUPLE
EQUAL PENSIONS
$30,000 INCOME
2012 COMPARISON OF PROVINCIAL TAXES BY PROVINCE

The Home Owner Grant Program is a property tax assistance program offered by the government that helps reduce residential property tax paid by British Columbians each year. The Northern and Rural Area Homeowner Benefit, which took effect in 2011, increases the home owner grant by up to $200 for homeowners living outside the Capital, Greater Vancouver and the Fraser Valley regional districts. To further assist with homeownership affordability, Property Tax Deferment is a low-interest loan program that helps qualifying B.C. homeowners pay the annual property taxes on their principal residences.

There are also measures to assist low-income British Columbians with insurance premiums to the Medical Services Program (MSP). As of December 31, 2011, nearly one million B.C. residents were subsidized by the MSP premium assistance programs. More than 800,000 individuals and families pay no MSP premiums at all, while the remaining approximately 200,000 individuals and families receive partial subsidies. MSP Premium Assistance was enhanced in January 2010, to ensure that rates in 2012 remain lower than they were in 2009 for those who qualify for assistance.

Budget 2012 contained new, targeted tax measures that helps provide relief during the transition period back to the Provincial Sales Tax. The B.C. First-Time New Home Buyers' Bonus is a temporary measure that is calculated at five per cent of the purchase price of the home, up to a maximum of $10,000 and provided to individuals and families under $150,000. And the New Housing Rebate threshold has increased to $850,000 for eligible new housing, with a maximum rebate of $42,500.

There is also a wide range of supports and investments by government that help children, students and seniors. The government invests more than $1 billion every year on early learning and childhood development initiatives, services and supports, and $5.3 billion for education, a 29-per-cent increase since 2000/2001. For post-secondary education, the government invests more than $1.9 billion annually, money that helps ensure B.C.'s college and university students pay just one-third of the actual cost of their education. Over the past 10 years, the government has increased funding for universities by 56 per cent and to colleges and institutes by 25 per cent.

The government has also continued to support affordable living for seniors. The B.C. Seniors Home Renovation Tax Credit is a new, refundable personal income tax credit that assists with the cost of permanent home renovations for individuals over age 65 who are seeking increased independence by remaining in their own homes longer.

There are also programs that assist seniors with property tax costs. Property Tax Deferment is a low-interest loan program that assists qualifying homeowners in B.C. to pay property taxes on their principal residences through low-interest loan programs that allow them to defer all or part of their property taxes.

These are among the investments government is making to help make life in British Columbia affordable. They are investments of the tax dollars paid by British Columbians, who also support the health-care system in the province through investments of over $16 billion per year – a 100 per cent increase since 2000/01 – that keep British Columbia one of the healthiest jurisdictions on the planet.

Supporting Vulnerable Families

Government's work to improve services for individuals with developmental disabilities was a key focus during 2011/12. When individuals came forward to express concerns about these services, the Premier directed her Deputy Minister to review Community Living British Columbia and develop recommendations to improve the agency and its programs. Along with an internal audit report, the Deputy Ministers' Review provided the basis for government's plan for improvements and strengthened operations at CLBC and across government.

Since 2003, B.C.'s child poverty rate has dropped by 45 per cent.

Since January 2012, CLBC has been working with government to implement 12 recommendations for improved services and innovative solutions:

- Develop a coherent "one government" policy framework for persons with developmental disabilities.
- Implement a more consistent assessment platform across the ministries of Children and Family Development, Education, Social Development and CLBC to ensure consistency and clarity of needs assessment and planning for individuals and families.
- Use a coherent system to track demand, wait times and service delivery across relevant ministries and CLBC.
- Improve cross-government planning for individuals transitioning through different stages of life and different types and levels of care to reduce stress on individuals with developmental disabilities and their friends and families, and help individuals and families to work more effectively with community resources.
- Maintain CLBC as a Crown agency and implement changes to address mandate tension created by generational change, and improve the approach to and relationship with families and individuals.
- Implement new government capacity focused on transition supports.
- Increase employment services planning and supports, as well as alternative day programming options.
- Support greater use of individual funding.
- CLBC and Ministry of Health to assess and model needs of older cohort of individuals with developmental disabilities and develop a three-year plan to meet those needs and ensure early planning with families.
- Reinforce government's accountability and responsibility for CLBC through more effective use of legislative authorities.
- Carefully increase support and funding for innovations that support these changes.
- Support ongoing innovations in the sector, and recognize and support the innovations developed, championed and undertaken by families and individuals.

This work is ensuring that families can have a greater role in planning for individuals with developmental disabilities. Government has provided regular updates on its progress implementing these recommendations, including recent information about families who have had their concerns resolved through the Client Support Team that was established as part of this work.

In developing the Families First Agenda for British Columbia, government has continued to provide significant funding for a number of programs that support children in getting a good start in life. Initiatives to support health literacy and promote evidence-based self-care include Baby's Best Chance, Toddler's First Steps and the Child Health Passport – all resources that provide practical information, useful tools and resources for families and children. Along with the Aboriginal Early Childhood Development Initiative, these programs demonstrate that government is providing a comprehensive approach to childhood supports.

Government also supports programs that take a focused approach to specific areas of need. The FRIENDS program helps reduce the risk of anxiety disorders in children. Work in the Ministry of Children and Family Development has addressed the root causes that lead to children being placed in care, and produced good results in reducing these numbers. There is increased support for adoptions, and constant improvements that lead to better outcomes for vulnerable children, youth and families that include more families being involved in family group conferencing, family case planning conferences, and family development responses and mediation.

ERASE Bullying is a 10-point plan that focuses on prevention and intervention, and will deliver specialized training to over 15,000 educators and community partners in all 60 school districts. It builds on the foundation created by Roots of Empathy and Seeds of Empathy, programs that promote respectful and kind behaviour by addressing the causes of aggressive behaviours.

Government's efforts to address bullying have not been focused only on the classroom. Amendments to the ***Workers Compensation Act*** came with a pledge to prevent workplace bullying and harassment through four action items:

- A new policy from WorkSafeBC on bullying and harassment, based on input from stakeholders.
- Expanding the definition of violence and requiring employers to have formal prevention plans.
- A prevention toolkit for employers and workers, developed by WorkSafeBC.
- Through Bill 14, expansion of workers' compensation to include diagnosed mental disorders caused by significant work-related stressors, including bullying and harassment.

Within British Columbia's comprehensive health-care system are focused supports for those struggling with mental illness and addiction. In 2011/12, the Ministry of Health continued to implement the Ten-Year Plan to Address Mental Health and Substance Abuse, as part of approximately $1.3 billion being invested in this area – an increase of 58 per cent since 2000/01.

A significant area of investment of taxpayer dollars continues to be in the provision of improved housing for low-income families and for British Columbians experiencing homelessness. More than 95,000 B.C. households are benefiting from provincial social-housing programs and services that encompass a wide range of needs – from subsidized rental units to rent supplements and transitional housing for women starting a new life after leaving an abusive relationship. There are also assisted-living and accessible apartments that help seniors and people living with disabilities remain independent, and housing that meets the cultural needs of Aboriginal people.

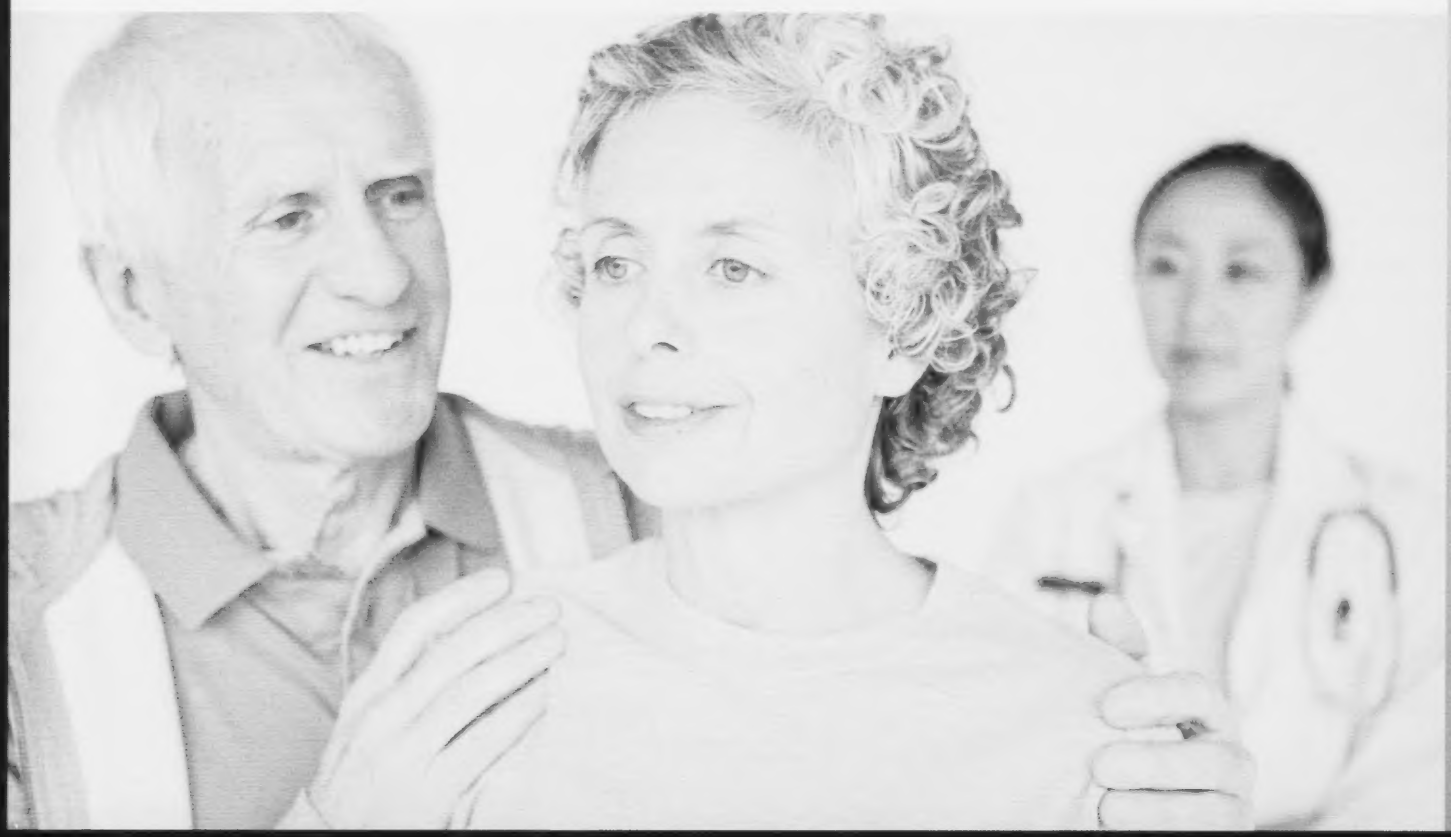
The Homelessness Intervention Project – or HIP – was a significant innovation where government partnered with service delivery agencies across the province to take a "housing first" approach that combined efforts to ensure people had the skills and resources to remain in housing. More than 3,914 people were housed through HIP, and the majority remain stably housed.

Another key innovation was government's work to initiate the Community Poverty Reduction Strategy. Building in part on the lessons learned from HIP's individualized approach, the government has partnered with the Union of BC Municipalities in work that will address the specific needs of British Columbians experiencing poverty, where they live.

Government has much to learn, and a solemn moment of learning and then action occurred on receipt of the report of the Representative on Children and Youth, ***Honouring Kaitlynne, Max and Cordon***. The representative urged government to improve accountability and leadership in the area of domestic violence, and government acted immediately to establish a Domestic Violence Unit in the Ministry of Children and Family Development. Reporting to the Deputy Minister, the unit is accountable for delivering a comprehensive, coordinated action plan to strengthen supports to children and families who are impacted by domestic violence.

In the spring of 2012, government also made modest policy reforms to provide the supports people need to get back into the workforce, while helping to improve financial outcomes for vulnerable individuals and families. These changes to the provincial income-assistance system are based on input received from clients, families and advocates, and include a suite of changes that harmonize B.C.'s income assistance with other jurisdictions across Canada, institute earnings exemptions, and increase asset allowances.

To address the needs of seniors across British Columbia, government has continued to invest in supports and services that help ensure life continues to be enjoyable and fulfilling. A key action item across government was the comprehensive response prepared to the ombudsman's report on seniors care. Government launched a Senior's Plan to address the ombudsman's recommendations, and is following through on its commitment to establish a seniors' advocate.



Safety and Security

Ensuring that families are protected and feel safe in their communities has been a consuming focus of the government's legislative agenda in the past year.

Government introduced and is implementing new provisions for tracking scrap-metal sales across B.C., work that will help deter copper thieves, protect 911 emergency services, prevent theft-related power outages, and save utilities, municipalities and taxpayers millions of dollars every year.

To preseve the life-saving benefits of B.C.'s impaired driving law while addressing a court ruling, the government introduced changes to the review process for immediate roadside prohibitions. These amendments will sustain the public safety benefits and justice reform facilitated by providing police with tough, immediate roadside prohibitions, as an alternative to pursuing the full criminal process for those who provide a failing breath sample, while ensuring the courts' concerns over due process were addressed.

Justice Access Centres provide counseling and legal services for families across the province.

After several years of consultation and drafting, government introduced a new Family Law Act that ensures the best interests of children are put first when decisions are made involving a child. This legislation:

- Puts children first by expressly stating that the best interests of the child must be the only consideration in making decisions involving the child.
- Supports ways for parents to resolve family matters outside of the courtroom, where appropriate, through agreements, mediation, parenting coordination and arbitration.
- Creates a new tool to address family violence – a new protection order will help the courts more effectively deal with family violence situations. Breaching a protection order will be a criminal offence.
- Helps ensure children have time with their parents by creating a range of remedies and tools for non-compliance that will ensure parents receive – and follow through on – parenting time they are given.
- Clarifies how property is divided to improve fairness when couples break up after being in a marriage-like relationship for more than two years.

In February 2012, government launched a significant justice reform initiative. The multi-pronged effort includes work to proactively release justice system data, initiatives to achieve efficiencies across government ministries, analysis of the charge assessment process, and the appointment of Geoffrey Cowper, QC, to lead a critical review. Mr. Cowper has provided regular updates on his work as he prepares to report later this year. Government also appointed 14 new judges and 34 new deputy sheriffs, and increased funding for legal aid.

Funding for B.C.'s Guns and Gangs Prevention Strategy was extended by three years, maintaining the number of police officers in the province dedicated to this strategy. New laws were also introduced to combat gang activity. Along with B.C.'s bait car program and efforts to ensure offenders cannot profit from unlawful activity, government is taking a targeted approach to help ensure that the crime rate in this province stays on a downward arc.

Crime in B.C. has been declining since 1991

CCC rate excluding traffic: BC 1962-2010

Source: CCJS UCR database. 1962-2008 UCR1. 2009 begins UCR2

All of these changes have been supported by the most comprehensive amendments to the Freedom of Information and Protection of Privacy Act since it was first introduced. The act was modernized to align with current technology and citizens' expectations.

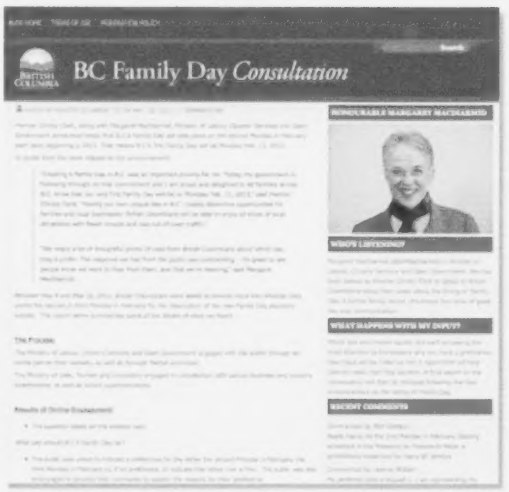
These progressive innovations support the government's goal of opening up and sustaining meaningful dialogue with citizens across the province, to better understand citizens' aspirations and respond accordingly.

Other initiatives support this goal.

A new Independent Investigations Office was established by government in 2011/12, along with the appointment of its first civilian director. Richard Rosenthal assumed the position with extensive experience in civilian oversight of law enforcement in Los Angeles, Portland and Denver.

Government also introduced legislation to establish the Auditor General for Local Government (AGLG). This was followed by the installation of an Audit Council that will be responsible for monitoring the performance of the AGLC by reviewing and providing comments on performance audits, annual reports and service plans. Its first task will be to make a recommendation to the minister as to who should be appointed the first Auditor General for Local Government.

When government faced the decision of which day in February to celebrate the new B.C. Family Day, open government provided the opportunity get input from British Columbians. More than 30,000 British Columbians voted online, choosing the second Monday of February, starting in 2013.



In other areas where British Columbians have voiced concerns and expressed a desire for change, government took the path of consultation and engagement. A review of gaming grants was undertaken in 2011/12, leading to a permanent adjustment in the level of funding provided through these programs. An extensive consultation was taken to better understand the needs and concerns of British Columbians who rely on BC Ferries, leading to legislative and financial adjustments for the Crown corporation. British Columbia worked closely with the Union of BC Municipalities as it undertook tough negotiations with the federal government on a new RCMP contract for towns and cities across the province.

And based on the results of a referendum, British Columbia is now returning to a Provincial Sales Tax.

Government is following through on its commitment to engage with British Columbians. That means listening to input, and then responding in ways that meet needs, expectations, and aspirations.

There are many ways to engage with government – from formalized consultation processes to less formal input at townhall meetings, telephone and twitter townhall sessions, and by commenting on the web. To facilitate that input, a new website, govTogether, was recently launched. British Columbians told government that engagement is most meaningful when it's clear someone is listening. Government is listening, and acting on the input.

Performance Measures

Jobs

Aboriginal Rights and Reconciliation

Performance Measure	2009/10 Actual	20010/11 Actual	2011/12 Target	2011/12 Actual
Treaties and other agreements that build incremental progress towards reconciliation.	18	63	20	39, EXCEEDED

Data Source: Ministry of Aboriginal Relations and Reconciliation and ministries participating in the implementation of Transformative Change Accord and the Métis Nation Relationship Accord.

Performance Measure	2009/10 Actual	20010/11 Actual	2011/12 Target	2011/12 Actual
Initiatives that develop capacity and governance capabilities for First Nation governments and Aboriginal organizations.	12	12	12	38, EXCEEDED

Data Source: Ministry of Aboriginal Relations and Reconciliation.

Jobs, Tourism and Innovation

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Total value of foreign direct investment and venture capital investment facilitated by Ministry programs	N/A[1]	N/A[1]	$740M	$3.81B, EXCEEDED

Data Source: Ministry of Jobs, Tourism and Innovation, and data derived from quarterly reports prepared by Thomson Reuters available at www.canadavc.com/info.aspx?page=stats.
1 This measure was not introduced until the 2011/12 Service Plan.

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Number of clients supported to access the labour market	26,3011	32,2131	39,317	39,764[2], EXCEEDED

Data Source: Ministry of Jobs, Tourism and Innovation.
1 Includes programs funded by the Strategic Training and Transition Fund. Funding for the Strategic Training and Transition Fund concluded at the end of fiscal 2010/11.
2 This is an Estimate as of June 2012. Not all data from third-party providers had been received at time of publication.

Energy and Mines

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Annual Investment in Petroleum and Gas Exploration and Development[1]	$5.2 BILLION	$7.1 BILLION	$5.0 BILLION	$6.1 BILLION (ESTIMATE), EXCEEDED
Annual Investment in Electricity Facilities[2]	$2.8 BILLION	$2.7 BILLION	$2.5 BILLION	$2.5 BILLION (ESTIMATE), ACHIEVED

Data Sources:
1 Data analysis by Ministry of Energy and Mines based on Canadian Association of Petroleum Producers data for previous years. Estimates are for the 2011 calendar year.
2 Data analysis by Ministry of Energy and Mines and B.C. public utilities. The data for 2011/12 is expected by late May, following the availability of figures from the utilities. Estimates provided by fiscal year.

Agriculture

Performance Measure	2009/10 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Annual revenue growth in agriculture, food and beverage sectors[1]	Crops $1.108 Billion (2009)	$1.134 Billion 2.3% growth	$1.169 Billion 3.2% growth	1% Growth in farm cash receipts	$1.211 Billion 3.6% growth, Exceeded
	Livestock $1.297 Billion (2009)	$1.245 Billion 4.1% decline	$1.263Billion 1.5% growth	2% Growth in farm cash receipts	$1.273 Billion 0.8% growth, Not Achieved
	Seafood $697.3 Million (2009)	$713.8 Million 2% growth	$759.3 million 6% growth	Maintain landed value	Data available Fall 2012
	Food and Beverage Manufacturing $6.710 Billion	$6.794 Billion 1.3% growth	$6.961 Billion 2.4% growth	3% Growth in value of shipments for food and beverage	$7.205 Billion 3.5% growth, Exceeded
	(2009)[2] $6.794 Billion 1.3% growth	$6.961 Billion 2.4% growth	3% Growth in value of shipments for food and beverage	$7.205 Billion 3.5% growth Exceeded	

1 Revenue is calculated on the rate of change of the three year moving average.
2 Baseline recalculated due to calculation error. The corrected figure was provided in 2012/13 Service Plan.
Data Source: Statistics Canada.

Transportation and Infrastructure

Performance Measure	2009/10 Actual	20010/11 Actual	2011/12 Target	2011/12 Actual
Growth in container volume handled by B.C. ports in TEUs (twenty-foot equivalent units)	2.42 million TEUs	2.86 million TEUs	2.80 million TEUs	2.91 million TEUs, EXCEEDED

Data Source: Container volumes are based on traffic forecasts produced by British Columbia's key trading ports. This includes Port Metro Vancouver and the Port of Prince Rupert. TEUs are twenty-foot equivalent units, a standard measure for containers where one TEU = one 20-foot container. All figures are presented on a calendar year basis.

Community, Sport and Cultural Development

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Value of annual motion picture production expenditures in British Columbia	$1.1 billion	$1.0 billion	$1.2 billion	$1.2 billion, ACHIEVED

Data Source: British Columbia Film Commission; data is based on calendar years (i.e. 2011/12 result is for 2011).

Advanced Education

Performance Measure	2009/10 Actual	20010/11 Actual	2011/12 Target	2011/12 Actual
Student outcomes - unemployment rate	7.9%	9.0%	≤ 13.4%	9.2%, EXCEEDED

Data Source: Diploma, Associate Degree and Certificate Student Outcomes Survey, Apprenticeship Student Outcomes Survey and Baccalaureate Graduate Survey.
1 2011 survey data are the latest available. The margin of error for this measure was plus or minus 0.3% (19 times out of 20) for all graduates reporting economically useful knowledge and skills.

Education

Performance Measure	2008/09 Actual[1]	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of students who enrol in post-secondary study or skills training within two years of completing school[2]	Data Available 2012	Data Available 2013	Data Available 2014	68%	Data Available 2015

Data Source: These rates are based on data collected by the ministries of Education and Advanced Education.
1 This is the most recent year for which data is available.
2 Many jurisdictions track comparable data, enabling the Ministry to evaluate B.C.'s relative performance. This data does not include students who leave B.C. to pursue post-secondary education.

Finance

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Provincial credit rating	AAA	AAA	AAA	AAA, ACHIEVED

Data Source: Moody's Investor Service (Credit Rating Agency).

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Provincial ranking of corporate income tax rate	In the lowest four	Lowest[1]	Remain in the lowest four	Lowest, ACHIEVED[1]
Provincial ranking of personal income tax rates for the bottom tax bracket	Second Lowest	Second Lowest	Remain in the lowest two	Second Lowest, ACHIEVED
Provincial ranking of personal income tax rates for the second-from-bottom tax bracket	Second Lowest	Second Lowest	Remain in the lowest two	Lowest, ACHIEVED

Data Source: Published legislation and budgets from all 10 provinces.
1 British Columbia tied with Alberta and New Brunswick for the lowest general corporate income tax rate among Canadian provinces.

Forests, Lands and Natural Resource Operations

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Per cent implementation of "One Process" for single authorizations and multiple authorizations on projects	N/A	10%	90%	90% ACHIEVED

Data Source: Directors of Authorizations, Ministry of Forests, Lands and Natural Resource Operations

Families

Justice

Performance Measure	2008/09 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011 ActuaR
Median time in days to conclude Provincial Criminal cases (Adult and Youth)[1]	78	78	79	77	80

Data Source: Court Services Branch Criminal Management Information System
1 For the cases concluded in each of the above reporting periods, this measure represents the median number of days it takes from the date the information is sworn to the date the case is completed.
2 At the time of publishing this report, fiscal 2011/12 year end data were not ready for reporting, so calendar year end data for 2011 have been used. Fiscal 2011/12 data will be available July 2012.

Performance Measures	2004/05 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of British Columbians, 15 years and older, who perceive that the criminal courts do a good job of:					
Providing justice quickly	11	9	Data will be available in 2014/15		
Helping the victim	16	15			
Determining whether or not the accused is guilty	22	22			
Ensuring a fair trial for the accused	43	46			

Data Source: Statistics Canada, General Survey on Victimization (GSS) Cycle 18, 2004, and GSS Cycle 23, 2009.

Performance Measure: Police-reported B.C. crime rates (Criminal Code offences per 1,000 persons)	2009 Actual	2010 Actual1	2011 Target2	2011 Actual
Violent crime3	16.7	15.6	14.8	DATA AVAILABLE SUMMER/FALL 2012
Property crime4	55.3	51.1	48.5	DATA AVAILABLE SUMMER/FALL 2012
Other5	18.1	17.4	16.5	DATA AVAILABLE SUMMER/FALL 2012
Total	90.1	84.0	79.8	DATA AVAILABLE SUMMER/FALL 2012

Data Source: Crime rates are obtained through the Uniform Crime Reporting Survey. Every police agency across Canada participates in this annual survey, which is managed nationally by the Canadian Centre for Justice Statistics, a part of Statistics Canada. Crime rates are based on all police-reported violent crime, property crime and other offences, but do not include offences that are traffic, drug or federal statute related.

Performance Measure	2005 - 2009 Baseline[1]	2009 Actual	2010 Actual[2]	2011 Target[3]	2011 Actual[4]
Number of traffic fatalities per 100,000 population	9.2	8.3	8.1	7.6	6.4, EXCEEDED
Number of traffic injuries per 100,000 population	576.6	455.5	465.0	451.1	423.9, EXCEEDED

Data Source: Data for these measures are collected from police-attended collisions involving injuries and/or fatalities. Collision data are collected by police and individual reports may be subject to error. Collisions involving only property damage and collisions unattended by police are not included. As policing priorities do not allow officers to attend all collisions, it is estimated that police reports may not include up to 20 per cent of injuries. These data are reported by calendar year. Rates per 100,000 population are based on population numbers from BC Stats as of July 1st of each year.
1 The baseline was calculated for the five-year period from 2005 through 2009.
2 The 2010 actuals reported here have been updated from the forecasts included in the Revised 2012/13 – 2014/15 Service Plan of the former Ministry of Public Safety and Solicitor General based on the most recent data available.
3 The 2011 targets for these measures have been revised from those reported in the Revised 2012/13 – 2014/15 Service Plan of the former Ministry of Public Safety and Solicitor General based on the updated 2010 actuals.
4 The actual rates for 2011 are preliminary until the various data sources (police, ICBC, the BC Coroners Services and Statistics Canada) have been fully reconciled and final rates determined.

Performance Measure	2005-2009 Baseline[1]	2009 Actual	2010 Actual	2011 Target	2011 Actual[2]
Number of impaired driving fatalities per 100,000 population	2.9	2.4	2.8	2.5	1.6, EXCEEDED

Data Source: Results for this measure are derived from police-reported data in the Traffic Accident System. Results include only motor vehicle fatalities where alcohol and/or drugs were a contributing factor. These data are reported by calendar year. Rates per 100,000 population are calculated based on population numbers from BC Stats as of July 1st of each year.
1 The baseline was calculated for the five-year period from 2005 through 2009. All rates reported for this measure have been updated based on the most recent data available.
2 The rate for 2011 is preliminary until the various data sources (police, ICBC, the BC Coroners Service and Statistics Canada) have been fully reconciled and final rates determined. The data are dependent on matching fatalities with human contributing factors. Additional time is therefore needed for finalization of police investigations to determine the involvement of alcohol and/or drugs as contributing factors.

Energy and Mines

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of clients belonging to priority groups in subsidized housing	N/A	N/A	84	88, EXCEEDED

Data Source: This measure is calculated by taking the current inventory of subsidized housing and determining the percentage of units that are available for each of the designated priority groups

Education

Performance Measure	2008/09 Actual	2009/10 to 2010/11 Actual	2011/12 to 2012/13 Target	2011/12 to 2012/13 Actual
The percentage of children who enter kindergarten developmentally ready to learn	71.4%	69%	73%	Data Available Fall 2013

Data Source: The Human Early Learning Partnership (University of British Columbia, funded by the ministries of Children and Family Development, Education, and Health). For more information see www.earlylearning.ubc.ca/

Children and Family Development

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Number of families participating in Collaborative Planning Decision Making processes	2,967	3,724	4,127	4,400	6,691

Data Source: Management Information System/Social Worker System, Family Group Conferencing Information System and the Dispute Resolution Office

Open Government

Labour, Citizens' Services and Open Government

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Timely response to media inquiries	99.24%	99.52%	97%	99.51%, EXCEEDED

Data Source: Government Communications and Public Engagement

Performance Measure	2008 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Compliance with statutory freedom of information response times	71%[1]	90%	93%	90%	90%, ACHIEVED

Data Source: BC Stats
1 The baseline percentage has been calculated for calendar year 2008. Future reporting is based on fiscal year data.

Performance Measure	2007/08 Baseline	2010/11 Actual	2011/12 Target	2011/12 Actual	2012/13 Target
Citizen satisfaction with provincial government services	54[1]	57	Next survey 2012/13	Next survey 2012/13	61

Data Source: BC Stats
1 The baseline is an average score that is calculated by converting a five-point survey question scale – where 1 equals very dissatisfied and 5 equals very satisfied – into a scale ranging from 0-100

Performance Measure	2007/08 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Percentage of First Nations with Access to Broadband Facilities	42% (85 of 203 First Nations)[1]	73% (148 of 203 First Nations)[2]	77% (157 of 203 First Nations)[3]	84% (170 of 203 First Nations)	84% (170 of 203 First Nations), ACHIEVED[4]

Data Source: Network BC
1 The baseline for this measure was confirmed based on the completion of a broadband assessment in mid-2007.
2 The actual for this measure was confirmed based on the completion of broadband assessments conducted in early 2010.
(Data Source: All Nations Trust Company).
3 The actual for this measure was confirmed based on the completion of broadband assessments conducted in early 2011.
(Data Source: All Nations Trust Company).
4 The actual for this measure was confirmed based on the completion of broadband assessments conducted in early 2012.
(Data Source: All Nations Trust Company).

CANADA STARTS HERE

BRITISH COLUMBIA